

**SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
November 21, 2001**

Agenda Items

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Griffin/Campbell)
- ?? Update on CIO Consolidation Activities (Griffin)
- ?? Update on SCIP Rollout (Centeno)
- ?? EIM Project Status (Hughes)

Action Items

Previous Action Items	Status
Implement the CIAG's proposal to consult with CIAG members re requests outside SCSC's scope to identify existing expertise prior to scoping and costing out the request.	Discussed at 11/21 meeting.

New Action Items from November 21, 2001 CIAG Meeting	Assigned To
Arrange for off-line CIAG discussion regarding how to handle user requests outside the scope of the Support Center.	Rice
Suggest names for additional representation on EIM Project Reference Group by 11/28 meeting.	CIAG Members
Forward proposed EIM file structures to CIAG members.	Rice

Support Center Items

As usual, the Exchange User List was presented. Also, Ted Griffin reviewed actions on the proposed method for how SC-65 would handle user requests that are out of the scope of the Support Center's responsibilities, (e.g., hands-on assistance in using the software, such as creating a macro or a spreadsheet for a user.) After some discussion it was agreed to discuss this issue further off-line (with Dean Oyler taking the lead) and perhaps to establish a subgroup of the CIAG to address it. The CIAG will be kept informed of the status of these discussions.

Status of CIO Centralization

Ted Griffin provided the status of the CIO proposed centralization project. He stated that plans had been submitted to the CIO on November 15, and will be consolidated by the CIO office. He also noted that the consolidated plan would be presented to the Deputy Secretary on December 29, 2001.

Approval to Proceed with SC Intranet Portal (SCIP) Rollout

Gene Hughes reported on the status of the SCIP rollout. Rollout has been delayed until December 8, 2001 because full IM Board concurrence was not obtained in time for the previously scheduled rollout.

Electronic Information Management (EIM) Project Status

Gene Hughes provided a briefing on the status of the EIM project, which is at the Critical Design phase. The briefing was also presented as an opportunity to familiarize the CIAG with SC-65's 21-step system development process, on which this and future project status reports to the CIAG will be based.

Mr. Hughes stated that the reference group for the project was concerned that they did not have enough representation from SC, and requested that CIAG members provide names of suggested additional members. These names will be provided by e-mail to Pat Rice, or will be brought to the next CIAG meeting.

It also was agreed that the proposed file structure for documents that was developed by the existing Reference Group would be forwarded to CIAG members for their information to provide a better understanding of EIM and assist them in determining who should be added to the Reference Group.

Proposed 10/24/01 Meeting Agenda

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Griffin/Campbell)
- ?? SCIP Status (Centeno)
- ?? EIM Project Reference Group Names (CIAG)

Meeting Attendees

Name		Organization	Contact Information
Dilworth—Chair	Greg	SC-14	3-2873
Burris—Alt Chair	Peggy	SC-1 & 5	6-7265
Rice—Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Albaugh	Brenda	SC-65	3-6578
Arveson	Paul	SC-65	3-1893
Beall	Jeanne	SC-65	3-4587
Bolton	Curt	SC-55	3-4914
Buswell	Steve	SC-7	6-9741
Cambell	Kevin	SC-65	3-5313
Clay	Mitzi	SC-65	3-3717
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-31	3-5800
Hughes	Gene	SC-65	3-5409
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Yonder	Mike	SC-65	3-1212

